

Michael

# Michael.392338@2freemail.com

**Visit Visa: Until September 2019**

## CareerObjective

Toobtainaresponsiblepositioninacompanywheremyexperienceandproficiencywillallowmethe opportunitytocontributeandgrowinacreativeenvironment.

## QualificationsProfile

* Establishes,develops,andmaintainsgoodrapportandharmoniousrelationshipwiththeclients.
* Exceptional capacity tomultitask
* Proficientinoralandwrittencommunication
* Dependable,efficientandcanworkunderminimalsupervision.
* ProficientinMSOffice(Word,Excel,andPowerPoint)InternetApplications

## Employment Details

**Asst. Events Coordinator**

### Dubai, UAE

*Sept 2018 till date*

* Perform office and retail service duties such as keeping financial records, serving customers and answering telephones.
* Establish rapport with contracted clients with thorough and hospitable communication of all event details.
* Coordinate details of events such as conferences, weddings, birthday, anniversaries, charity events, surprise parties, sales meetings and business meetings.
* Create event floorplans based on client needs and operational considerations to ensure best event flow.
* Propose ideas to improve provided services and event quality.
* Set up booths, flowers, decorations, and other event décor.
* Calculate budgets and needs of the guest and adjust when necessary.
* Track event key performance areas and identify items to work on for future events.
* Do final checks at the day of the event to ensure everything meets standards.
* Evaluate event’s success and submit reports.
* Specify staff requirements and coordinate their activities.
* Proactively handle any arising issues and troubleshoot any emerging problems on the event day.
* Research market identify event opportunities and generate interest.

**Senior SalesOfficer**

### Dubai, UAE

*April 2017 – June 2018*

* Identify potential customers through databases, cold calling, follow up leads and telephone/ personal contacts.
* To sell Personal finance products to specified target customers/ segment and meet monthly sales targets.
* To ensure that prospects are clearly communicated about the bank charges/ terms and conditions.
* To ensure that no customer application is misplaced and kept in safe custody.
* To ensure that code of conduct as per the bank’s policy are adhered to.
* To ensure that all the documents provided by the customer for completion the card applications are duly checked and forwarded to the relevant bank officers.
* To ensure that I do the documents original sighting as laid out in the original sighting guidelines of the KYC policy of the bank.
* To ensure that the sales process prescribed by the bank is fully adhered to.
* Verify that potential customers satisfy all criteria required of a desired customer profile as outlined by the bank.

**Relationship Banking Officer** Dubai, UAE

*May 2016 – March 2017*

* DevelopandmaintainprofessionalunderstandingofcustomerbasetoassistBankerdeepening currentrelationships.
* PerformaskeycontactforselectedcustomerrelationshipsunderBankerguidance.
* Initiateaptactivitiestoensureontimeandscheduledresponsetocustomers.
* Reviewindependentlyalldocumentsandlinkentirecustomeraccountstosuitablerelationship.
* Performaskeycontactpointforportfolioofclientsdealingwithroutinemattersthroughout rangeofservicesandproducts.

**Branch Banking - Relationship Officer**

Dubai, UAE

*August 2014 - December 2015*

* MaintaincustomerAccount&RelationshipManagement,togenerateleadsandbringclientstoopen accountscreditcardaccounts,personalloansandbanc-assurance.
* Plan&carryoutmarketingactivitiesforcreditcardandpersonalloanproducts.
* Toprovide&maintain,onanongoingbasis,adailysalesreport,figures,forecasting&anyother recordswhichmayberequiredbytheTeamLeader/ClusterHeadtokeepup-to-daterecordsofsales &performance.
* Understandingtheneedsoftheendcustomer&providingappropriatefinancialsolutions.
* HandlingofCompanyRelationshiptoaidcustomerforallhiswealthrequirements.
* Toensurecustomerdocumentationiscomplete&incompliancewiththebank’srequirements.
* Tohelpcoordinatorsresolvediscrepanciesassociatedtocustomerdocumentation.
* Interactionwithotherteammembers.
* Tovisitexistingclientsatleastoncein3months.
* Tomeetminimum2newprospectiveclientsperday.
* Provideclientinteractionwithvaluecalls.
* Attendingproducttrainings,tobeupto-datewiththemarketdevelopments.

## Junior Supervisor -Light Household Department

### Manila, Philippines

*March 2008 – March 2009*

* In-chargeofadministrativeandotherclericalfunctionsinthestore.
* Responsible of ordering supplies and scheduling of delivery.
* Suggest other merchandise to fit customerrequirements.
* Ensuresshipping,receiving,storage,anddistributionareperformedinan efficientmanner.
* Takesprecautionstoprotectthestores’contestsagainstloss.
* Providescustomerassistancebyitemizingandtotallingpurchases.
* Handlesandcountsmoney,issues receipt,operatescashregisterandreconcilescashdrawer.
* Alsoperformrestockingduties.
* Works hand in hand with store manager in training other sales associates in merchandising presentationtechniques.
* Communicatesdivisionalmerchandisingconceptstostore–shopconcepts, trend ideas, lifestylesconcept.

## Sales Executive

*September 2006 – September 2007*

* Listeningtocustomerrequirementsandpresentingappropriatelytomakeasale.
* Maintaininganddevelopingrelationshipswithexistingcustomersinpersonandviatelephonecalls andemails.
* Coldcallingtoarrangemeetingswithpotentialcustomerstoprospectfornewbusiness.
* Respondingtoincomingemailandphoneenquiries.
* Actingasacontactbetweenacompanyanditsexistingandpotentialmarkets.
* Negotiatingthetermsofanagreementandclosingsales.
* Gatheringmarketandcustomerinformation.
* Representingtheircompanyattradeexhibitions,eventsanddemonstrations.
* Negotiatingonprice,costs,deliveryandspecificationswithbuyersandmanagers;
* Challenginganyobjectionswithaviewtogettingthecustomertobuy.
* Advisingonforthcomingproductdevelopmentsanddiscussingspecialpromotions.
* Creating detailed proposal documents, often as part of a formal bidding process which islargely dictatedbytheprospectivecustomer.
* Recordingsalesandorderinformationandsendingcopiestothesalesoffice orenteringfiguresintoa computersystem.
* Reviewingyourownsalesperformance,aimingtomeetorexceedtargets.

### Ermita, Manila

*March 2005 – March 2006*

* Telemarketing
* Messenger
* Developandupdateprofilesandlocalcompetitiveinformation.
* Performsrelatedsidedutiesandassignmentsintravelagencyandhospitalityservices.

## Education

**BachelorofScienceinTourism** Batangas State University ARASOFNasugbu Campus Nasugbu, Batangas,Philippines

## PersonalInformation

* **Nationality :**Filipino
* **Birthdate :** August 19,1984
* **CivilStatus :**Single